

CHAPTER 16
SECTION 1

REGIONAL DIRECTORS/MTF COMMANDERS INTERFACE

The contractor shall assist the Regional Directors and MTF Commanders in coordinating health care delivery in their *Prime service* areas and in ensuring the optimal use of MTF capacities. No later than 60 calendar days following contract award, the contractor shall meet with each MTF Commander, Clinic Commander, and the Regional Director to develop a Memorandum of Understanding (MOU) with each facility. The contractor shall prepare and present to each facility a draft MOU no later than the 75th calendar day prior to the first option period. By the 60th calendar day prior to the start of the first option period, a MOU shall be executed between the contractor, each individual MTF Commander and the Regional Director on these responsibilities. All MOUs shall be approved by the Contracting Officer and the Regional Director. Annually, the MOUs shall be re-executed and approved by the Regional Director and the Contracting Officer. A sample MOU is shown in [Chapter 16, Addendum A](#). Each MOU shall contain the following provision: "Contract personnel working in the DoD Medical Treatment Facilities shall comply with all local Employee Health Program (EHP) and Federal Occupational Safety and Health Act (OSHA) Bloodborne Pathogens (BBP) Program requirements." Copies of local program documentation may be obtained through the Regional Director. The contractor shall also execute MOUs with the Regional Director which incorporate the contractor's MOUs with each MTF as attachments. The contractor shall provide two copies of each MOU executed to the Contracting Officer, TMA, through the Regional Director, within ten calendar days following the execution of the MOU.

1.0. COORDINATION PROCEDURES TO ENSURE BALANCED WORKLOADS

The contractor shall meet with the Regional Director and each MTF Commander to discuss referral patterns and to enter into written agreements to ensure balanced workloads between the military and civilian components of the MHSS. These agreements shall provide mechanisms to reallocate workloads, establish priorities for needed network development, and determine PCM assignment locations for enrollees. The agreements shall also include methods by which the contractor shall ensure that any MTF underutilization is remedied via changes in contractor referral patterns. The agreements may be modified during the year; however, all agreements/modifications shall be concurred upon by the Regional Director prior to implementation. The contractor shall be kept updated on the current status of MTF capabilities through close liaison by the contractor's TRICARE Service Center staff ([Chapter 12, Section 3](#)). The contractor shall be responsible for initiating meetings and/or other actions with the Regional Director and MTF Commanders to assist in remedying problems which can be resolved within the scope of the contractor's responsibility and authority. The contractor shall follow the direction of the MTF Commanders, in consonance with the Regional Director requirements, regarding the priorities for the assignment of enrollees to primary care managers. Additionally, the contractor shall respond to requests for meetings initiated by the Regional Director and MTF Commanders. The contractor shall provide

appropriate staff to meet with the Regional Director and/or MTF Commanders within two work days of receiving either a verbal or written request.

2.0. REGIONAL DIRECTOR AND MTF INTERFACE FOR PRIMARY CARE MANAGEMENT

Both civilian and military individual providers may act as primary care managers (PCMs) for TRICARE Prime. During the MOU development process, the contractor shall obtain guidelines from the Regional Director and MTF commanders for PCM assignment (by category of beneficiary) or choice for enrollees who reside in the MTFs' *Prime service* areas. MTF Commanders will designate whether these enrollees shall have MTF or network PCMs. The contractor shall assign enrollees to PCMs in accordance with the Regional Director and MTF Commanders' determinations.

3.0. REGIONAL DIRECTOR AND MTF INTERFACE FOR SPECIALTY SERVICES

The contractor shall obtain direction from the Regional Director and the MTF commanders regarding which specific specialty services shall be referred to the MTF. Nonenrollees shall be encouraged to use available MTF specialty services in lieu of civilian providers.

4.0. REGIONAL DIRECTOR/MTF AND CONTRACTOR INTERFACES FOR THE DOD HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY PRIVACY REGULATION

4.1. The contractor shall forward initial and annual privacy risk assessments and action plans to the respective Regional Director through either the Contracting Officer or the Administrative Contracting Officer, as appropriate, for review and monitoring of compliance. (See [Chapter 21, Section 3.](#))

4.2. The contractor shall forward all requests for non-routine disclosures through the Regional Director to the TMA Privacy Officer. (See [Chapter 21, Section 3.](#))

4.3. The contractor shall provide a courtesy copy of all amendment response extensions to the Regional Director. (See [Chapter 21, Section 3.](#))

5.0. ADMINISTRATIVE COORDINATION WITH THE REGIONAL DIRECTOR AND THE MTF

The contractor shall meet with each MTF Commander or designee monthly and the contractor shall meet with the Regional Director or designee at least quarterly to facilitate activity coordination between the MTFs and civilian networks. These meetings shall be initiated by the contractor for the purpose of reviewing current contractor activities in quality management, utilization management, marketing, network development, resource sharing and other activities such as briefings to provider or beneficiary groups or interface with congressional or other governmental officials. The MTF Commander and/or Regional Director may specify the target audience for any briefing. The frequency of these meetings may be reduced at the discretion of the Regional Director.

6.0. REGIONAL DIRECTOR AND MTF COMMANDER LIAISON

TRICARE Service Centers shall provide assistance to each Regional Director and MTF Commander and their designees in coordination of TRICARE Prime. The TRICARE Service Center staff shall ensure that the Regional Director and MTF Commanders have access to contractor personnel to facilitate MTF interface activities and shall ensure that MTF Commanders are kept informed of program or policy changes which affect the MTF.

